# DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

## Employing Speech Recognition and Capturing Customer Speech to Improve Customer Service

the spe	cification of which (che	eck one)		
<u>X</u>	is attached hereto.			
	was filed onas Application Serial and was amended on			
-	y state that I have revie ng the claims, as amend		the contents of the above ident referred to above.	lentified specification,
1.56, in between	cluding for continuation	m-in-part application prior application and	ich is material to patentabiles, material information whith the national or PCT internation	ich became available
applica internat listed b breeder	tions(s) for patent, inve tional application which elow and have also iden	entor's or plant breed in designated at least intified below, any fo or any PCT internation	S.C. 119(a)-(d) or (f), or 30 ler's rights certificate(s), or one country other than the larger application for patent onal application having a fil	365(a) of any PCT United States of Americs inventor's or plant
Prior F	foreign Application(s)	:		Priority Claimed
	Number)	(Country)	(MM/DD/YYYY)	YesNo
Certific	ed Copy Attached? _	YesN	Io	

#### Docket Number AUS920010918US1

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Rcg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefeve, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Mark E. McBurney, Reg. No. 33,114; Anthony V. England, Rcg. No. 35,129; Volel Emile, Reg. No. 39,969; Leslie A. Van Leeuwen, Rcg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg., No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Rcg. No. 18,753; and Marilyn S. Dawkins, Rcg. No. 31,140, Cynthia S. Byrd, Rcg. No. 39,365 and Paul D. Heydon, Rcg. No. 46,769.

Send correspondence and direct all telephone calls to:

Paul D. Heydon Patent Attorney 6102 Broadway, Suite B2 San Antonio, TX 78209 (210) 930-4300

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

FULL NAME OF SOLE OR FIRST INVENTOR: Carl Phillip Gusler
INVENTOR'S SIGNATURE: Corl Philly Gusle Date: Decarle 2, 200 (
RESIDENCE: 10702 Sans Souci Place, Austin, Texas 78759

CITIZENSHIP: U.S.

POST OFFICE ADDRESS: 10702 Sans Souci Place, Austin, Texas 78759

FULL NAME OF SECOND INVENTOR: Rick Allen Hamilton, II
INVENTOR'S SIGNATURE: DATE:

RESIDENCE: 1532 Dairy Road, Charlottesville, Virginia 22903

CITIZENSHIP: U.S.

POST OFFICE ADDRESS: 1532 Dairy Road, Charlottesville, Virginia 22903

FULL NAME OF THIRD INVENTOR: 1	Cimothy Moffett Waters
INVENTOR'S SIGNATURE:	DATE:
RESIDENCE: 9771 Hoke Brady Road, CITIZENSHIP: U.S.	Richmond, Virginia 23231
POST OFFICE ADDRESS: 9771 Hoke	Brady Road, Richmond, Virginia 23231

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X is attached here	eto.		
was filed on as Application and was amend	Serial No		
	(if applicable)		
-	e reviewed and uderstand amended by any amendme	the contents of the above i	dentified specification,
1.56, including for conti	nuation-in-partapplication of the prior application and	nichis material to patentabins, material information what the national or PCT internation	ich became available
applications(s) for pater international application listed below and have al	nt, inventor's or plant breed which designated at least iso identified below, any fo te(s) or any PCT internation	US.C. 119(a)-(d) or (f), or 3 ler's rights certificate(s), or one country other than the reign application for patent on alapplication having a fi	r 365(a) of any PCT United States of America t inventor's or plant
Prior Foreign Applicat	ion(s):		Priority Claimed
	_		Yes No
(Number)	(Country)	(MM/DD/YYYY)	
Certified Copy Attache	ed? Yes N	lo	

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FULL NAME OF SOLE OR FIRST INVENTOR: Carl Phill	ip Gusler
INVENTOR'S SIGNATURE:	DATE:
RESIDENCE: 10702 Sans Souci Place, Austin, Texas 78759	
CITIZENSHIP: U.S.	
POST OFFICE ADDRESS: 10702 Sans Souci Place, Austin,	Texas 78759
FULL NAME OF SECOND INVENTOR: Rick Allen/Hami	DAJE: 200/

RESIDENCE: 1532 Dairy Road, Charlottesville, Virginia 22903

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CITIZENSHIP: U.S.

FULL NAME OF THIRD INVENTOR: Ti	mothy Moffett Waters
INVENTOR'S SIGNATURE:	DATE:
RESIDENCE: 9771 Hoke Brady Road, FCITIZENSHIP: U.S.	Richmond, Virginia 23231
POST OFFICE ADDRESS: 9771 Hoke Bi	rady Road, Richmond, Virginia 23231

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the specification of which (	check one)		
X is attached hereto.			
was filed on as Application Ser and was amended	- <del></del>		
I hereby state that I have reincluding the claims, as am			identified specification,
I acknowledge the duty to d 1.56, including for continua between the filing date of the continuation-in-part application	tion-in-part application ne prior application and	ns, material information wh	nich became available
I hereby claim foreign prior applications(s) for patent, in international application what listed below and have also in breeder's rights certificate(stapplication on which priorities)	nventor's or plant breed nich designated at least dentified below, any for s) or any PCT internation	der's rights certificate(s), o one country other than the oreign application for pater	r 365(a) of any PCT United States of America, at inventor's or plant
Prior Foreign Application	(s):		Priority Claimed
(Number)	(Country)	(MM/DD/YYYY)	Yes No
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Certified Copy Attached?	YesN	No	

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INVENTOR'S SIGNATURE:	DATE:	
RESIDENCE: 10702 Sans Souci Place, Austin, Texas 78759		
CITIZENSHIP: U.S.		
POST OFFICE ADDRESS: 10702 Sans Souci Place, Austin, Texas 78759		
FULL NAME OF SECOND INVENTOR: Rick Allen Hamil	ton, II	
INVENTOR'S SIGNATURE:	DATE:	
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CITIZENSHIP: U.S.		
POST OFFICE ADDRESS: 1532 Dairy Road, Charlottesville	, Virginia 22903	

FULL NAME OF THIRD INVENTOR: Timothy Moffett Waters

INVENTOR'S SIGNATURE:\_

DATE: 12/5/2001

RESIDENCE: 9771 Hoke Brady Road, Richmond, Virginia 23231

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